

Head of Contracts and Compliance

Recruitment Pack



About us

Town and Country Housing provide more than 9,500 affordable homes in Kent and Sussex.

Over the years we have invested heavily in our homes and continue to do so as part of the Peabody Group which we joined in May 2019.

Our strong commitment to providing good quality housing and excellent customer service is underpinned by our belief in supporting and developing vibrant communities and combating social exclusion.

We have ambitious plans to expand and increase the supply of affordable housing locally and we aim to deliver 800 new homes each year.

Running alongside this we care about our existing stock and are committed to continuing to maintain this to a high standard, the safety of our residents matters to us.

Our achievements and our future successes lie with our extraordinary team of staff. If you would like to join us and help us achieve our ambitions, and you share our enthusiasm and passion for delivering excellent housing services we want to hear from you.

We are looking for a Head of Contracts and Compliance who will be responsible for ensuring that we maintain our stock to a high standard and continue to ensure the safety of our residents. The successful candidate will work collaboratively, managing a joint venture and external contracts, in order to meet the high standards that our customers have come to expect.

The role involves:

- Providing operational leadership in the design, delivery, and evaluation of the joint venture repairs and voids contract.
- Ensuring essential health and safety compliance areas including gas safety, electrical inspections, legionella control and fire risk assessment, complies with related statutory and British Standards obligations.
- Assisting in the development of operating plans and the strategies, ensuring continuous improvement to services making sure that there are effective processes to capture and review customer satisfaction and resolve service issues.
- Being an active and effective member of the Leadership Group of senior managers contributing to the development and delivery of TCH's objectives and activities.



Message from Jo Ellis, Operations Director



Thank you for your interest in this exciting opportunity at TCH. I am looking for that outstanding person to join our Directorate.

It is an interesting time at TCH, as we constantly work to ensure our services meet the needs of our residents today and in the future. We are seeking to enable tenants to communicate with us through a digital platform. At the same time we provide a strong programme of tenancy sustainment to support those residents who cannot engage digitally.

This key role gives the opportunity to oversee a Joint Venture (Countrywise Repairs) who deliver our repairs and void service. TCH are joint owners with Wates plc.

The tragic fire at Grenfell changed the sector forever and we strive to ensure that our residents are safe and secure in their homes. A significant part of this role focuses on health and safety ensuring that as a landlord we are fully compliant with legislation, our own policies and procedures and best practice, providing our residents with the assurance they deserve.

If you feel you have the right skills, experience and attitude to lead this important area of our work I welcome your application.

Kind regards
Jo Ellis

Our Mission

To help people make the most of their lives by providing good quality homes, excellent services and supporting the communities within which we work.





Our Values

Our values closely align with those of our group parent.

- We are **AMBITIOUS** for our customers, our communities and each other.
- We are **CARING** in the way we work, how we treat the people we work with.
- We will **COLLABORATE** with each other, with partners and stakeholders to deliver more for our customers.
- **EMPOWERING**, we will support and empower our customers and colleagues to help them realise their potential.
- We are **TRUSTED** to keep our promises. We will do what we say.

In delivering against these values we want to **INNOVATE** to find creative ways to solve problems and be **HUMAN** and **KIND** in the way we speak, write and act with both our customers and colleagues.

Head of Contracts and Compliance

Responsible to: Operations Director

Direct reports: Contracts and Compliance Team Leader, Surveyors

Based: Tunbridge Wells, Kent

Salary: £70,000 per annum

Closing date: Friday 22 November, 2019

Purpose

To provide operational leadership in the design, delivery and evaluation of the joint venture responsive repairs and voids service, contracts and legislative compliance regulations. Ensuring key operational and financial targets are achieved in line with the aims and objectives of the company.

To be accountable for essential health & safety compliance areas including gas safety, electrical inspections, legionella control and fire risk management, ensuring that TCH complies with related statutory and British standards obligations.

To be responsible, as a client, for ensuring high standards of customer service and value for money through the joint venture reactive & voids repairs service contracts.

To ensure all services to customers through the department, both responsive and statutory, are of a high standard.

Key activities

To be accountable for the performance of contracts under your management to ensure that they are delivered in alignment with business and commercial needs.

To ensure the joint venture "in house" reactive repairs service contract is delivering a high quality, efficient and value for money service whilst achieving a high level of customer satisfaction.

To be accountable for the gas servicing contract in order that value for money, outstanding service delivery and a high level of customer satisfaction is achieved.

To be accountable for the electrical periodic five-year inspections contract in order that value for money, outstanding service delivery and a high level of customer satisfaction is achieved.

To be accountable for the legionella water testing programme and risk assessments are carried out in line with the latest British standards.

To be accountable for ensuring the fire risk assessments programmes are carried out and kept up to date whilst ensuring the associated fire remedial works are carried out within designated timescales. Ensure all associated fire management programmes such as emergency lighting and fire alarm testing are carried out within appropriate timescales and to a good quality.

Be accountable for full budgetary control of the overall maintenance budget, including budget setting and forecasting as required.

Ensure all disrepair claims are managed effectively mitigating any risk to the business.

Assist in the development of operating plans and the maintenance strategy, ensuring continuous improvement to services making sure that there are effective processes to capture and review customer satisfaction and resolve service issues.

Lead best practice in departmental procurement policy ensuring it is reviewed and monitored to ensure compliance.

Ensure compliance on relevant health and safety for the group ensuring that all working practices and procedures are up to date with latest legislation and regulations. Write regular reports directly to EMT and the Board on these matters.

Ensure that TCH develops its service contracts and standards in line with current legal and statutory obligations by benchmarking and researching industry standards.

Develop and maintain effective management processes and procedures to ensure information systems are accurate and timely data is available for routine management, business planning and performance management.

Provide advice to the Executive Management Team (EMT) and the Board on areas of responsibility by writing and presenting clear and concise reports that challenge opinions, influence decision making and initiate change.

Be an active and effective member of the Leadership Group of senior managers contributing to the development and delivery of TCH's objectives and activities.

General

- To adhere to TCH's equal opportunities policy and to actively promote equality of opportunity wherever possible.
- Recognise, respect and promote the different roles and diversity of the individuals within TCH.
- To actively contribute towards TCH's key performance indicators and professional standards.

- Work in accordance with the General Data Protection Regulations (GDPR) and Data Protection Law and be responsible for the integrity of personal information you process. This may include identifying anomalies in data and investigating and correcting them where appropriate. Ensure you attend training on data protection regularly.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To take responsibility for your own development and professionalism, ensuring that you keep up to date with new developments and continuously expand and build on your knowledge.
- Attend and participate in training and other meetings and staff events as required.
- Be an effective member of your team, presenting a positive impression of your section and TCH.

This job description is a guide to the nature of the work required. It is not comprehensive and it is expected that other duties will be undertaken as this role develops and as may be reasonably expected.

To apply

Please email your CV and supporting statement to our recruitment partners Ocean Edge, email: jobs@oceanedge.biz

Closing date is 5pm Friday 22nd November 2019

If you would like an informal discussion about this opportunity please get in touch with the Ocean Edge team on 023 8000 1153.

Person Specification

Head of Contracts and Compliance

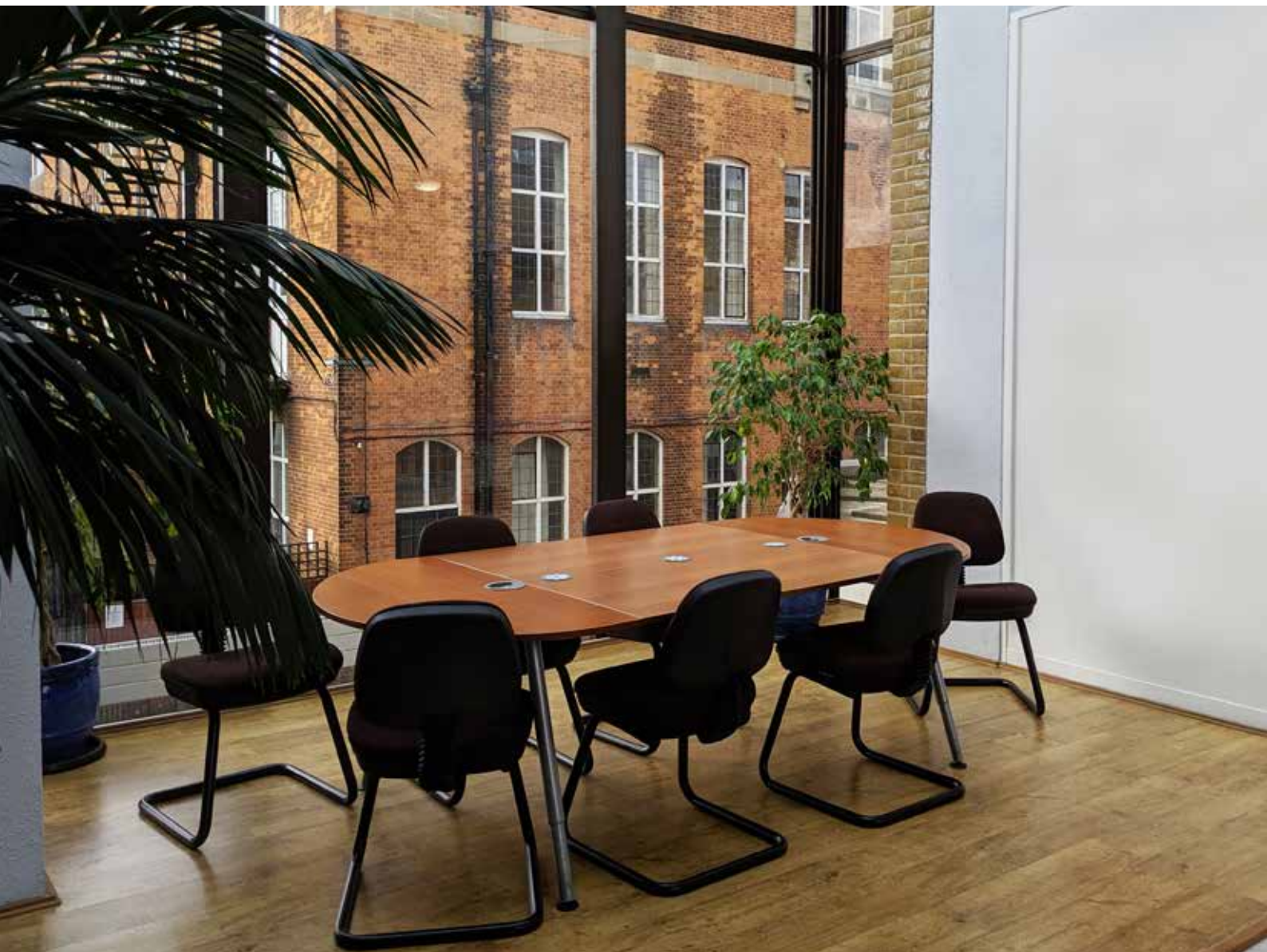
This details the key competencies (knowledge, skills and abilities) required for the role. Please consider how you meet these criteria.

Area	Skills and Experience	Essential or Desirable
Education	<ul style="list-style-type: none"> • Educated to degree level or equivalent • Chartered member of RICS or CIOB • Diploma/BTEC in relevant field • Evidence of CPD 	D D E E
Knowledge	<ul style="list-style-type: none"> • Comprehensive knowledge of relevant statutory and regulatory requirements • Technical expertise in respect of the disciplines assigned 	E E
Experience	<ul style="list-style-type: none"> • A proven track record of successfully leading, managing and motivating teams • Experience of drafting and presenting reports to Boards and executive teams • Proven experience of managing and directing contractual relationships with service providers • A pro active approach to managing performance, risk and regulatory requirements • Demonstrable experience of successfully managing budgets 	E E E E E
Key Skills & Competencies	<ul style="list-style-type: none"> • Strong leadership skills • Good decision making skills • Excellent people management skills • Enthusiastic and positive • Strategic awareness • Excellent communication skills, with demonstrable evidence of providing timely, concise, audience appropriate information • Customer focussed 	E E E E E E E

Rewards and Benefits

As well as a competitive salary our employees receive a range of generous benefits including:

- Flexible contributory pension scheme
- Life insurance
- 30 days annual leave in addition to bank holidays
- Learning and development opportunities
- Employee assistance programme (including 24/7 telephone advice, information portal & face to face counselling)
- Corporate eye care scheme
- Discounted medical cashback scheme
- Access to an extensive range of corporate discounts on shopping, travel and days out



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